

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

Bachman named AVP for Medical Affairs

David Bachman, MD, has joined the Office of Medical Affairs in the position of Associate Vice President - Medical Affairs with specific leadership responsibility for the newly formed Inpatient Management Program.

A graduate of Dartmouth College and Harvard Medical School, Dr. Bachman completed residencies in Medicine at Beth Israel Hospital and in Pediatrics at Children's Hospital, both located in Boston. He then spent two years as a fellow in Pediatric Emergency Medicine at Children's Hospital. He is board certified in Internal Medicine, Pediatrics, and Pediatric Emergency Medicine.

Dr. Bachman was Director of Pediatric Emergency Services at Yale-New Haven Hospital in New Haven, Connecticut, before joining MMC's Emergency Medicine Department in the same capacity in 1996. He served as Medical Director for Pediatric and Adult Emergency Services for the past three and a half years. Most recently, he has played an increased role in hospital-wide clinical operations as the physician leader of Bed Management.

BACHMAN, SEE P.6



Staff names were drawn for Employee Appreciation raffles in March. Some of the lucky winners appear above: Kathleen Giobbi, Turning Point, \$50 American Express gift certificate (Amex); Stacey LeBlanc, Diagnostic Dept., \$50 Home Depot gift certificate; and Jodi Lorrain, Financial Services, a day off. Not available for the photo: Kathryn Thorson, Family Center, Samoset Weekend; Carol Zechman, Social Work, \$50 Amex; Stephanie Millay, Brighton Food Service, \$50 Amex; Brenda Ashby-Hughes, SCU, \$50 Amex; and Rachel Doane-Buitrago, Cath Lab, \$50 Amex. Watch for more raffles coming in a few months! AV Photo.

American Red Cross Blood Drive

Monday, April 29, 0800 -- 1500 hours
Dana Classrooms 7 & 9

All those who come to donate will be eligible for a drawing
for a prime parking spot for one month!

Please give the gift of life.

Here is another reason to support the United Way.....

The Maine Poison Center recently merged with the Vermont Poison Center to form the Northern New England Poison Center (NNEPC). Poison hotline services are provided from Maine Medical Center. Educators are located both at MMC and at Fletcher Allen Health Care in Vermont (FAHC).

The NNEPC is supported by MMC, the State and Federal governments, FAHC, and the United Ways. The Center receives 90 calls daily. All poison consultations for the states of Maine and Vermont are provided free of charge. If a two-year-old wakes before parents in the wee hours of New Years Day, the NNEPC is available to immediately assist the parents in determining the potential harm from swallowed alcoholic drinks, cigarette butts, and party favors. When the health professionals treating a patient exposed to "white liquor" at a paper mill need information, the NNEPC identifies the ingredients and anticipated health concerns.

While the NNEPC has provided impressive service for many years, the Center could not afford the level and number of professional staff or the surveillance system required to become certified by the American Association of Poison Control Centers (AAPCC). Recent federal legislation has supported funding assistance that is only available to certified poison centers or those on a fast track for certification. The NNEPC was at risk of closing unless the changes necessary to become certified by the AAPCC were

quickly made.

Fortunately, MMC, the State and Federal governments, FAHC, and the United Ways provided the additional funding necessary to help the NNEPC prepare for certification. The Center is adding the necessary staff, database, and equipment.

The United Way of Greater Portland has been particularly helpful in providing additional funding to support one of the new nurses who will be trained to become a nationally certified Specialist in Poison Information. The funding was provided quickly in response to the Poison Center's need, and has made a significant impact on our ability to continue to provide poison center services to the residents of Maine and Vermont.

Due to the great expertise of the experienced staff who have been working at the NNEPC for many years, and the special training of the new members, services for the residents in Maine and Vermont are better than ever, and available to all in need. By supporting the United Way of Greater Portland, you are helping mothers and fathers with poisoned children, older adults who have adverse effects to medications, and health professionals treating difficult poison cases. You are supporting the NNEPC.

Your United Way Campaign Coordinators in 2002 are Cynthia Bridgham, Center for Performance Improvement, 871-4887, and John Avedian, Health Information Management, 871-4442.

Organ & tissue donations save, enhance lives

Approximately 16 people die each day awaiting a life-saving organ transplant. They are among the 79,000 people nationwide who are on the national transplant waiting list. Tens of thousands of individuals are awaiting life-enhancing bone, heart valve, vein, skin, and corneal transplants. Each day, these people watch the waiting list grow longer and longer.

The need for organs and tissues for transplant is increasing at a rapid rate, and the need far exceeds the availability of these organs and tissues. To combat this imbalance and increase general awareness for organ and tissue donation, Congress enacted National Organ and Tissue Donor Awareness Week (NOTDAW). NOTDAW is celebrated this year April 21-27, at hospitals, churches, schools, support groups, and community organizations. Most importantly, the week is celebrated by the thousands of families of organ and tissue donors and the recipients who are alive today because of the generosity of donors.

Anyone can observe NOTDAW, whether it's by signing a donor card, initiating conversation among family and friends, or committing to learn more about donation.

Maine Medical Center plays an integral role in the quest for alleviating the donor shortage. Hospitals are the first to identify and refer potential organ donors to the Organ Procurement Organization. They also provide a valuable service to their communities by ensuring that the families of all

Caring

TO MAKE A DIFFERENCE

What's Caring To Make A Difference all about? It's about people who make MMC special. It's about the folks who are quietly working hard each day to improve themselves, improve their departments, and improve the quality of life at MMC for everyone who enters our doors.

Now Showing in Patient Rooms: TV Worth Watching

Technology can be a wonderful thing. It has greatly impacted our ability to care for some of the community's most critically ill patients. Advances in technology have helped us deal with the increasing complexity and fast pace of our daily lives. There is probably no area that has been impacted by this 'Techno Age' more than the world of communications.

MMC has taken advantage of the television medium to provide information and education to patients through the use of their personal bedside television sets. It is called Interactive TV or ITV for short.

This "on demand" system went live in December 1999 with the introduction of a wide variety of patient education videos. Deborah Kinney, RN, Nursing Resources, worked with staff from the Library and Audio Visual Resources to produce a comprehensive collection of topics that include such major categories as heart disease, diabetes, maternity care, women's

health, surgical procedures, pain management, cancer care, lung diseases, and smoking cessation. The team utilized a unique in-service model called 'In-service Express' to spread the word about the new service to nursing staff and other caregivers involved in patient education.

Currently there are more than 100 educational videos available for patient and family viewing. *On demand TV* means that this education can be accessed, as needed, 24 hours a day. It comes as no surprise that some of the most frequently viewed titles include those related to the care of patients with heart disease. Using their bedside pillow speakers, patients are able to request titles like "Cardiac Catheterization: A Patient's Story" or "Open Heart Surgery: Home Recovery". This allows 'just in time' learning to take place and can be incorporated into the overall care of the patient and their family members.

Currently under develop-

ment is ITV's ability to interact with the electronic "patient information" system. It is expected that every time a patient requests a video session it will be automatically documented on line in his or her electronic patient record. In addition to immediately updating the patient record, this feature will meet Joint Commission requirements for documentation of patient education and record keeping.



What else does ITV offer?

Along with patient education and satisfaction survey capabilities, the ITV system offers these topic areas:

- Chapel Information
- Community Health Services
- Gift Shop Information
- Healing Arts Chorus
- Maine Health Information
- Massage Therapy
- Brighton and Scarborough
- Campus Information
- Patient Meals
- Services for the Deaf & Hearing Impaired
- Social Services
- Local Religious Services
- Visiting Hours
- Waiting Area Information

Maine Medical Center is also incorporating pre- and post-testing that will allow staff to identify and counsel patients about their concerns and questions regarding what they learn from watching the educational videos.

us to be aware of and support patients' needs for spirituality while hospitalized; this service is one way to do so.

The interactive system allows patients both to receive information and to offer feedback through the use of their pillow speaker (see diagram).

Beginning May 1, MMC will offer to admitted patients the opportunity to complete a

to the question: "What is your overall impression of MMC?" If requested by the patient, the survey will route any negative responses to the appropriate Head Nurse, Administrator, or other person for action before the patient is discharged. An example of the survey has been published to the MMC intranet at <http://wwwdev.mmc.org/hrm/itvsurvey/default.htm>. This

survey, in addition to the Avatar survey that is mailed to a large sample of discharged MMC patients, will help all of us to be more responsive to the needs and concerns of our most important customers!

ITV Administrator Bruce Cahill reports that starting in early May, all televisions in the system will offer ITV service. Every patient bed will receive a new pillow speaker, new TV software, a laminated ITV instructional card, and stickers that will direct caregivers to contact the Help Desk

Use the pillow speaker by your bedside to view:

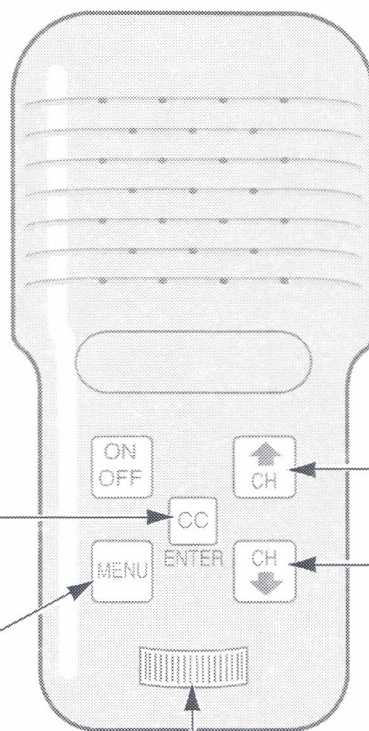
- Regular TV programs
- Interactive TV (ITV)
 - Educational videos
 - Patient Handbook
 - Information and Services

CC / ENTER

- To choose closed captioning
- To make Menu choices

MENU

- To choose ITV



VOLUME DIAL

CHANNEL ARROWS ↑↓

- To change channels for regular TV programs
- To move arrow on ITV Menu

In addition to educational topics, ITV includes titles that address patients' spiritual and relaxation needs. Patients are also able to tune into religious services such as Sunday Mass at local churches. The video "Gaining a Heart of Wisdom" was viewed well over 100 times in the month of December alone. The high level of interest demonstrates how important it is for

Satisfaction Survey via the interactive feature of the television set in their room. This survey is intended to provide "real time" feedback that allows for timely follow up to the concerns of a dissatisfied patient while they are still in our care. It will also allow patients or family members to tell us how well we are doing by responding

at 871-6400 for any TV questions or problems.

When you have a few minutes, tune in...you just might learn something new!

Caring To Make A Difference is a monthly publication of the Center for Performance Improvement. Ideas, questions, and comments may be directed to Cindy Bridgham, CPI Office, at 871-2009, fax 871-6286.

Vascular Access Center
(Dialysis)

Open House

Thursday, May 9,
1700-1900 hours

MMC Brighton Campus

- Tour • Refreshments •
- Procedure information •
- Meet our staff •

*Join us in celebration of our
new unit!*

Find your name, win a prize!

Look for your name in every
issue of *What's Happening* and
call 871-2196 if you find it.
You'll win a gift certificate to
the Coffee Shop, Flower Box,
or Impressions Cafe! Two
winners every issue!

*Names will be hidden within
articles and announcements upside
down in italic type.*

**The 33rd Annual Spring
Surgical Symposium**

Thursday, May 9
Dana Center Auditorium

Isaac M. Webber, MD, Lecture

**Minimally Invasive
Parathyroidectomy**

Robert Udelsman, MD, FACS

Lampman Professor of
Surgery and Oncology,
Chair, Dept. of Surgery,
Yale University

School of Medicine,

Surgeon in Chief,

Yale-New Haven Hospital

*For registration information, contact Tanya
Khula, 871-2934, or email khulat@mmc.org.*

**Spring into Action
MaineHealth's 3rd Annual Wellness Day**

Saturday, May 4, 0800 to 1500 hours

Sheraton Hotel, South Portland

\$20 (includes breakfast & lunch)

Some program highlights

- Women's nutritionist and best-selling author Debra Waterhouse, RD, MPH, will discuss "The Miracle of Being a Woman: Fat Cells, Food Cravings, and the 5 Stages of Female Passage". She will also lead a breakout session: Outsmarting the Mother Daughter Food Trap.
- Breakout sessions on menopause, self defense, nutrition, stress management, communication, and goal setting will also be offered.
- Voluntary T'ai Chi demonstration.
- Free chair massages.

For more information or to register, please call
781-1730 or 885-8570.

The Barbara Bush Children's Hospital proudly presents

The Best Of Broadway

an evening of song and dance

featuring some of Maine's best talent.



The program benefits the children and families
cared for at Maine's only children's hospital.

Saturday, May 11, 1930 hours

Merrill Auditorium, Portland



Tickets: \$30, \$25, \$20; email porttix.com, or call 842-0800.
Call 871-2101 to ask about special employee discount!

Research Project: Metabolic Syndrome

People with Metabolic Syndrome are at an increased risk for
developing diabetes and coronary heart disease.

- Are you overweight?
- Do you have high triglycerides, high cholesterol,
or low HDL cholesterol?
- Are you currently being treated for high blood
pressure (hypertension)?
- Are you interested in participating in a research study with an
investigational study drug that may help people with Metabolic Syndrome?

If you said YES to any of these questions and would like to
participate in a Maine Medical Center-sponsored research study,
call 871-3834.

Virtual Reality Tour

Learn what disorientation is like and try to complete simple tasks while simulating the confused states experienced by patients with Alzheimers Disease or Dementia.

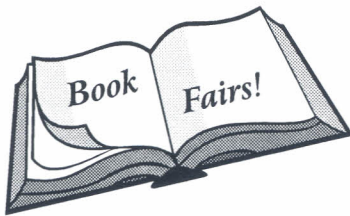
Monday, April 29, 0900-1200 hours, Dana Classroom 3

Lecture on Dementia

Kathy Nadeau, RN, MSN, MMC Geriatric Center
0900-1000 hours, Dana Classroom 4

Sponsored by MMC Nursing Services and American Medical Surgical Nurses' Association, Maine Chapter.

For all RNs, LPNs, and CNA partners. Call 871-2319 to register;
1 contact hour awarded for lecture attendance.



Books Are Fun Book Fairs

Bramhall Campus: May 1- 3
Brighton Campus: May 14 & 15

Book fairs benefit The Barbara Bush Children's Hospital and its Children's Miracle Network. The Bramhall Campus Book Fair takes place in the second floor bypass corridor.

You'll find thousands of books including: educational books, cookbooks, religious books and inspirational titles, sports, photo albums, stationary, toys, videos, music, executive gifts and much more. All at a 20-70% discount!

For more information, please contact Tammy Murray at murrata@mmc.org or 871-2101.

DONOR AWARENESS, FROM P.2

potential donors are given the opportunity to donate organs and tissues.

You can become a potential organ and tissue donor simply by making the commitment and sharing it. It takes just a few moments to discuss donation with loved ones, to allow them the comfort of knowing that they can carry out the wishes of their family members.

"Making the decision to

become an organ and tissue donor is just the first step," says Sean Fitzpatrick, Director of Public Education at New England Organ Bank. "Individuals need to share their decision to donate with their families".

If you would like more information on organ and tissue donation and how to obtain a donor card, please call the Maine Transplant Program at 1-800-870-5230 or visit their website at www.mmc.org/nephrology.

Sea Docs are 2001-2002

MMC intramural

volleyball champs!

MMC's winning volleyball team members are: Victor Banzon, Phil Carter, Tammy Martin, Dan Pierce, Steve Robnett, Denise Taddeo, Lisa Upton, and Cheryl Vacchiano.



Congratulations!

BACHMAN, FROM P.1

"In his new position," says Stanley J. Russin, Jr., MD, FACP, Vice President for Medical Affairs/Chief Medical Officer, "Dave will take the lead in developing a new comprehensive, multidisciplinary Inpatient Management Program. The objectives of this program will be to maximize quality while optimizing length of stay, access, and customer satisfaction through rigorous attention to evidence-based medical practice, care coordination, and concurrent review."

"This program will require a close partnership of medical, nursing, support, and administrative staff, and will be vital to our ongoing success as the premier medical center in Maine," continues Dr. Russin. "The Inpatient Management Program will bring together Care Coordination, Social Work, Infection Control, Bed Management, and the Hospitalist Program in a close working partnership. We hope this partnership will allow us to effectively address the multiple challenges confronting us as a provider of inpatient care."

Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

FOR SALE

Elec guitar: Ibanez RG470, black with hard-shell case. Like new \$350 firm. Call 773-7142.

14' Bear Creek fiberglass canoe, WideOne model, used very little. Exc cond. Call 642-6940.

Moving: Heavy solid oak BR set; headboard, 2 2-drawer night stands, 6-drawer bureau, \$950 all; heavy solid oak DR set with 4 chairs, table w/3 leaves & hutch, \$1500. Email: havetomove@yahoo.com.

Headspring Visor Deluxe w/2 USB cradles, ice color, leather case. Less than a year old. \$125. Call 729-9979.

Packard Bell computer, 6 YO. Orig. disks & manuals; 66MH, 540MB HD, 64MB ram, 14K modem, Internet ready. HP Deskjet printer included. \$125/BO. Call 282-4404.

Brown-Jordan glass top patio dining table, umbrella stand, 2 captain swivel chairs, 4 straight back mesh chairs. Paid \$1,500, asking \$450. Outdoor wrought iron cushioned glider couch, love seat, chair, 2 end tables, 1 center table. Paid \$1,600, asking \$450. 4 contemporary kitchen bar stools, metal with black vinyl seats, \$90. Call 871-4970 or email johnsjo@mmc.org.

17ft 1996 Starcraft Bowrider, fiberglass 115 h.p. Mercury outboard, ski pylon, full cover, galvanized trailer. \$6,400 firm. Call 657-3066.

1993 XLT 500 Polaris. New motor, 300 miles, 1 new track, 196 pick on track, SLP pipes. \$3,000 or BO. Call 688-4163 or 329-9871.

2800 sq ft contemp Colonial, built 2001 1.7 acre corner lot, upscale neighborhood, N Deering. 3BR, 2 3/4 BA, vaulted ceilings, modern K, finest appliances, master BR w/Jacuzzi, security system, six-zone sound system, garage. \$511,111. Call 831-5139 or 892-8100.
2002 Mercury Villager van. Red.

Regular maintenance. Asking \$18,900. Call 829-2025.

2000 Buick Century. 4 dr, A/C, cassette, PS, PW, PL, 28K miles. Death in family. \$11,500/BO. Call 929-4770.

2000 Custom 1200 Motorcycle, cobalt blue, stretch tanks, Arlen Ness accessories, much chrome. 1,650 miles, very unique, clean & fast, \$20,500/BO.

1998 Ford Escort, 4dr, 5-speed, great mileage, exc cond, AM/FM radio, 49K miles, \$5,000. Call 829-3160.

1989 Toyota Camry wagon. Some rust runs great. 174,500 miles. \$2,800. Call 799-7690.

2 Form trucks, hold 8 ft foundation forms, \$850 ea; 1980 Cadillac Seville, \$800; Ford backhoe loader, \$6,500, diesel; 1987 Monte Carlo V8/Auto, \$650; 1979 Pontiac Phoenix, 64K miles, \$950. Call 892-2130.

FOR RENT

House, Falmouth Foreside, ocean front, newly remodeled, 2,500 sq ft, garage. Avail 9/1/02 - 06/30/03. \$2,400/mo + utils. Call 781-4264.

Nice, small condo. 2BR, 2 BA, garage in lovely West End complex. \$740/mo. Possible option to buy. Avail June 1. Call 883-8384.

Year round, Thompson Lake (by Casco) with ROW to lake. 1,300 sq ft, 2-3 BR, W/D, DW, N/S, no dogs. \$1,000/mo. incl. utils. Call 749-6452.

Small studio apt, SPtld residential area. Furn one room, priv BA. Incl sm refrigerator, microwave, and hot plate. Pkg incl. \$400/mo + util. Sec dep req. Call 799-1108.

Ptld, 3 BR, 1.5 BA, eat-in K, DR, LR. WS, DW, W/D, garage, lg fenced yard. Convenient to I-295, 10 min to MMC. NS, pet ok. Avail June 5. \$1,000/mo + utils. Call 774-2035.

Walk to MMC. Cable, stained glass, pine floors, new K & BA, balcony. Both BRs furnished, furn. common room. One space avail now, one avail 6/1. \$575/mo. incl utils, W/D use. Sec dep, refs. Call

The deadlines for announcement-length items and **MARKETPLACE** are

April 30 for the May 8 issue

and

May 14 for the May 22 issue.

All items must be in writing

and may be sent by

interoffice mail to the Public Information Department, by e-mail to barstj, or by fax to 871-6212.

775-0503.

ROOMMATE WANTED

Prof F & dog seek quiet, dependable, neat, NS, prof F over 40 to share second fl apt, Back Cove. 2 rooms avail. Funky apt, lg yard, W/D, storage. 2nd dog possible. Avail June 1. \$390/mo + utils. Call 828-0456.

Gorham, lg 4BR home to share. N/S F, W/D, pkg, yard. \$400/mo incl. utils. No pets. Call 871-4005.

CHILD CARE

SPtld: opening in sm, home daycare. Educ, exp, ref. Any age. Call 799-6943.

WANTED

House to rent June-October. Prefer Scarborough or general Portland area. 2-3 BR, N/S, N/P. Call 883-9247.

Older computers in working condition for people with mental illness and other disabilities. Call 839-6944.

Single mom seeks jogging stroller. Willing to pay \$80. Call 318-4229.

Family of 4 wants to rent camp or cabin 8/4-10 in Maine or NH, 2 1/2-3 hours from Portland area. Call 791-3115 or 727-4184.

SERVICES

Cleaning Services: Will clean, reasonable rates. Great refs. Call 318-9799.

What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Cable Channel 4, Thurs., 1400 & 2000 hrs; Fri., 0700 hrs.
- Apr. 29** Blood drive, 0800-1500 hours, Dana Center.
See p.1
- May 3** Healing Arts Chorus, 1900 hours, Dana Auditorium. Free.
- May 4** Women's Wellness Day, 0800-1500 hours.
See p.5
- May 9** Spring Surgical Symposium. Call 871-2934.
See p.5
- May 15** Annual Luncheon for MGH-MMC School of Nursing RN Graduates. Call 797-2352 or 846-9618 by April 30.
- May 16** United Way Day of Caring. Sign up by April 10. Contact Cindy Bridgham, 871-4887 or bridgec@mmc.org.
- May 16** I Love Food: Kids' Night Out, 1700-1900 hours. Watch for registration details!
- June 7** Honor Night 2002, 1700 hrs, Holiday Inn By the Bay.

Nursing scholarships available

MMC's Nursing Services Scholarship Committee will soon consider grants for the 2002-2003 school year.

Any MMC employee enrolled in or accepted to an accredited nursing program (MS, BS, AD, Diploma, LPN, CNA) is eligible and invited to apply. The committee considers grants for both the Spring and Fall semesters at the same time, so applicants should anticipate their needs for the full year.

Applications are available in the office of the Vice President of Nursing/Chief Nursing Officer. The application deadline is Friday, July 5. For further information, contact committee chair Suneela Nayak, MSN, RN, in Nursing Resources, 871-2397.

ACS Road to Recovery training offered, volunteer drivers needed

Volunteer drivers are needed to transport cancer patients to treatment in the Greater Portland area, as part of the American Cancer Society's Road to Recovery program. Whether you're available once a month or once a week, you can be a Road to Recovery volunteer. Many of these patients need rides to MMC facilities.

A training session will be held Monday, May 13, 1300-1500 hours at the Cancer Community Center, 775 Main Street, South Portland. For additional information, contact Julie DeLaite, American Cancer Society, at (800) 464-3102, ext. 3731 or metemp@cancer.org. *Danielle Thoreson*

Ethics at the Center

The Ethics Confidential Helpline is available for your questions and concerns. Call the Helpline at 871-4646.

What's Happening is published every other week at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.

- ☐ Change name or address as shown on address label.
- ☐ Remove my name from your *What's Happening?* mailing list.

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What's Happening?

MAINE MEDICAL CENTER 22 BRAMHALL STREET PORTLAND, ME 04102-3175